

Commentaries

Grove Medical Centre, 01.03.11 – 22.03.11

Sorted by Issue Identified

Record No: 5378	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"My stay in the hospital last 3 weeks. I was happy with the provided service.They look after me without any consideration that I am from another country. However, where I was admitted to the ward (on 5th floor, I do not remember its name) some nurses were unpleasant. Nevertheless my stay in the hospital was good." (Lewisham Hospital)</p>		

Record No: 5332	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (Community, Health Visitor)		
Issue Identified: Attitude of Staff, General Complaint/Compliment, N/A (Negative)		
Content:		
<p>"I imagine that the health visiting team are short staffed or over run. However, I do feel that personal interest taken in mothers and babies are limited to when forms need to be filled and deadlines need to be met,before scrutiny.O ver the years, I have felt that the team as a whole do not care about mothers, especially when there is a real need. My first health visitor was always mentioning social services in chats, exactly why is this the case?"</p>		

Record No: 5317	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Communication/Information, Accessibility, Language (Negative)		
Content:		
<p>"My stay in the hospital last 3 weeks. I was happy with the provided service.They look after me without any consideration that I am from another country. However, where I was admitted to the ward (on 5th floor, I do not remember its name) some nurses were unpleasant. Nevertheless my stay in the hospital was good." (Lewisham Hospital)</p>		

Record No: 5281	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Mental Health)		
Provider (Service): Lewisham PCT (General Service)		
Issue Identified: Communication/Information, User Information, Signposting (Negative)		
Content:		
<p>"What services do they offer for people with depression and S.A.D? Helping people who have a phobia of leaving the house,which comes under physical health and mental health condition. There is nothing in place to help young people 18-30 years old get their life back on track." (Physical and Mental Health)</p>		

Record No: 5336	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Sanitation, Environmental, Hygiene (Positive)		
Content:		
"I gave birth at Lewisham Hospital, the place was clean and I got a good treatment there for myself and my baby."		

Record No: 5881	Date: 15/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health ((Field Not Known))		
Provider (Service): ("Provider Not Known") ((Service Type Not Known))		
Issue Identified: Service Accessibility/Waiting Time, Obtaining Appointment, Out of Hours (Positive)		
Content:		
"Appointments easy to make, I can get seen the same day. Staff are friendly and helpful. Doctors are easy to talk to about what ever the appointment is for. Hours of practice are very good especially the evenings for people that work."		

Record No: 5663	Date: 08/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Children's Health)		
Provider (Service): Lewisham PCT (Community, Health Visitor)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
"It is a good practice as the doctors and staff are very welcoming and caring. The thing that should be improved is about child care by increasing the service with health visitor. Children should be monitored constantly in terms of weight and height as well as the diet. My experience in this GP in general is good the confirmation of appointment system is a valued added to their patients. It helps to remember and keep data updated. Thank for your service."		

Record No: 5674	Date: 08/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): Lewisham PCT (Community, Health Visitor)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
"Everything seems to be working here. I am getting all appointments so things look good. Only one problem is with a health visitor. I have seen him only once even when my son is with the special needs so really I will like to see the health visitor more often but I do not know how I should go around this as at Waldron Centre they book my appointment here. So I do not know how does it works."		

Record No: 5838	Date: 15/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (Community, Health Visitor)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
"I think at least this GP surgery is nice. I will like to see more health visitors. There is only one weighing room, so many people wait to weigh their babies so will be handy if they designated more room for it."		

Record No: 5823	Date: 15/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (Community, Health Visitor)		
Issue Identified: Service Accessibility/Waiting Time, Waiting for Appointment, N/A (Negative)		
Content:		
"There is only one health visitor. The opening hours of baby clinic could be extended until 2 O'clock. They advise to go to the Waldron for afternoon sessions but there is not a direct bus to this centre so for young mother is really difficult."		

Record No: 5316	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (General Health)		
Provider (Service): UHL (Inpatients, General Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"My stay in the hospital last 3 weeks. I was happy with the provided service. They look after me without any consideration that I am from another country. However, where I was admitted to the ward (on 5th floor, I do not remember its name) some nurses were unpleasant. Nevertheless my stay in the hospital was good." (Lewisham Hospital)		

Record No: 5638	Date: 08/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (General Service)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I believe that the NHS is not so bad in regards to children or babies. Very long waiting lists for appointments in regards to adults. Sometimes I think that many conditions are neglected by doctors (personal experience)."		

Record No: 5853	Date: 15/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): Lewisham PCT (Inpatients, Labour Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I gave birth at Lewisham Hospital and everything was perfect."		

Record No: 5355	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (General Hospital)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I am not upset about anything so far everything been good. The baby clinic is good as well. I gave birth in lewisham hospital and there , everything been ok."		

Record No: 5335	Date: 01/03/2011	Source: Outreach, Grove Medical Centre
Field (Work Area): Health (Maternity)		
Provider (Service): UHL (Inpatients, Labour Ward)		
Issue Identified: Treatment, General Complaint/Compliment, N/A (Positive)		
Content:		
"I gave birth at Lewisham Hospital, the place was clean and I got a good treatment there for myself and my baby."		

End of Report